



# MANSFIELD Senior Center

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## ANNUAL REPORT JULY 2017 - JUNE 2018



*The Mansfield Senior Center provides opportunities for people ages fifty-five and above to maintain and improve their physical, mental, social and emotional well-being so that life is stimulating, full and enjoyable. Seniors are involved in a variety of creative, educational, recreational and social activities through the Mansfield Senior Center.*

**303 Maple Road  
Mansfield, CT 06268  
860-429-0262  
[www.mansfieldct.org](http://www.mansfieldct.org)**



## **Town Council**

Paul Shapiro, Mayor  
Toni Moran, Deputy Mayor  
Terry Berthelot  
Caitlin Briody  
David Freudmann  
Peter Kochenburger  
Ronald Schurin  
Ben Shaiken  
Elizabeth Wassmundt

## **Town Government**

Maria Capriola, Acting Town Manager (July 2017-January 2018)  
John Carrington, Interim Town Manager (January 2018-May 2018)  
Derrik Kennedy, Town Manager (May 2018-present)  
Maria Capriola, Assistant Town Manager (July 2017-January 2018)  
Denise McNair, Acting Assistant Town Manager (January 2018-June 2018)  
Patricia Schneider, Human Services Director

## **Senior Center Staff**

Sarah Taylor, Senior Center Supervisor  
Cara Webb, Program Coordinator (through November 2017)  
Kelsey Pajer, Program Coordinator (December 2017-March 2018)  
Kathy Yaffee, Receptionist  
Austin Murray, Transportation Coordinator (July 2017-November 2017)  
Jordan Bassett, Transportation Coordinator (effective May 2018)  
Sharon Caron, Site Server  
Outreach Worker (vacant July 2017-September 2018)  
Dave Ignatowicz, Driver

## **Commission on Aging**

Wilfred Bigl, Chair  
Bev Korba, Secretary  
Laurie McMorrow, Vice Chair  
Bettejane Karnes  
Dorothea Mercier  
Don Nolan  
John Riesen  
Nancy Trawick Smith  
Martina Wharton  
John Adamcik, Wrights Way Representative  
Judy Bigl, Jensen's Representative  
David Palmer, Juniper Hill Representative

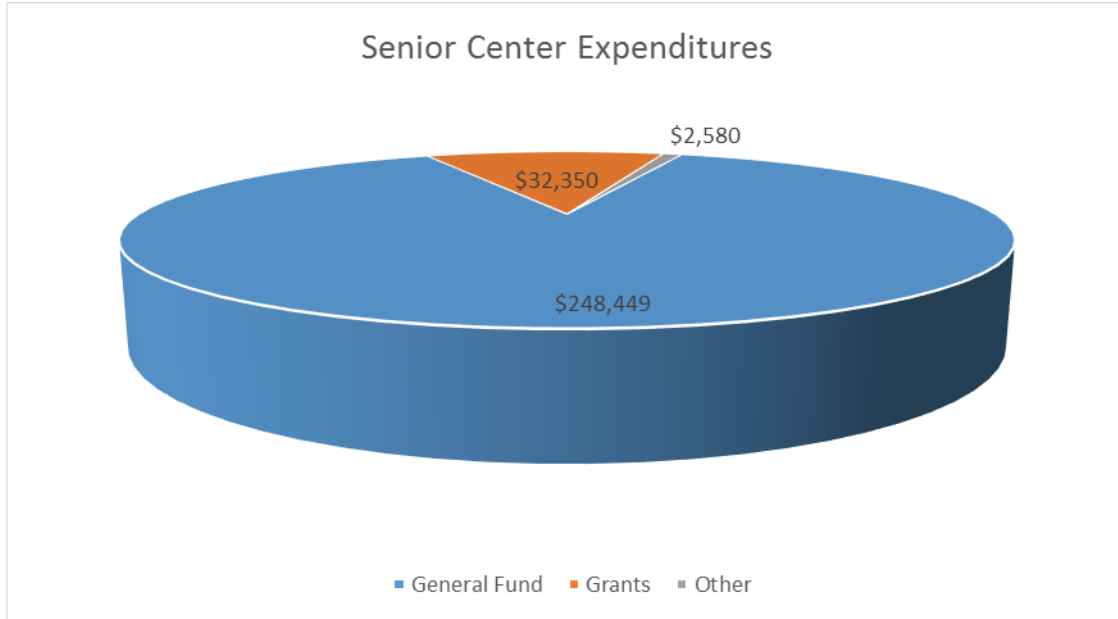
## **MSCA Executive Board**

Marie Hakmiller, President  
Joan Doiron, Vice President  
Marie Patulak, Treasurer  
Marietta Johnson  
Emile Poirier  
JoAnn Sousa

**\*All personnel listings accurate as of 6/30/2018\***

## Financials

### Senior Center Expenditures FY 2017-2018 \$283,379.00



#### Senior Programs Operating 270 Fund

Balance 7/1/2017:	\$21,348.71
Revenues:	\$35,092.25
Expenditures:	\$37,203.92
Balance 6/30/2018:	\$19,237.04

#### Veteran's Day Fund

Balance 7/1/2017:	\$1,904.95
Revenues:	\$2,590.00*
Expenditures:	\$1,148.79
Balance 6/30/2018:	\$3,346.16

\* The Veterans Day event is coordinated by the Senior Center Veterans Committee. All funding for this town-wide event is raised through a fund development campaign to local businesses each spring.

#### Herrmman Trust Fund

Balance 7/1/2017:	\$2,769.37
(No Revenues or Expenditures in FY 2017/18)	

#### Senior Center Library & Café Fund

Balance 7/1/2017:	\$20,260.03
Revenues:	\$10,725.45
Expenditures:	\$3,768.69
Balance 6/30/2018:	\$27,216.79

## Mission Statement

### **Mission Statement:**

The mission of the Mansfield Senior Center is to provide a wide variety of programs and services designed to meet the diverse and ever-changing needs of Seniors in our community.

### **Our Vision & Values:**

We strive to support Seniors in our community by:

- Providing an open and accepting atmosphere
- Creating and providing ongoing opportunities for lifelong learning
- Encouraging and supporting independence
- Promoting interconnectedness and civic engagement within our community

## Major Accomplishments

Fiscal year 2017-2018 has been a transitional year at the Senior Center with a number of staff vacancies and changes. The Senior Center Supervisor was out on a planned medical leave for six weeks between October and November 2017; our Program Coordinator position was vacant from November 2017-December 2017, and again from March 2017-August 2018; our Transportation Coordinator position was vacant from November 2017-May 2018; our Outreach Social Worker position was vacant from July 2017-September 2018; our department Administrative Assistant retired in May 2018, and the Senior Center Receptionist covered that position in addition to her own between May and August 2018; finally, our Driver was also out due to medical reasons between March and April 2018. I'm very happy to report that all of these positions have now been filled, and we are looking forward to developing our new team and getting back to our larger program goals in the coming year.

These personnel challenges had a direct effect on the amount of programming we were able to offer, as evidenced by decreases in some of the program areas listed below. Despite these challenges, however, we were still able to accomplish a number of administrative, facility and program goals throughout the year, including the following:

- Exceeding our goal of maintaining participation at 18,000 visits per year.
- Meaningful growth in specific program areas such as Groups, Clubs & Games, Educational & Informational Seminars, Tax Assistance, Entertainment & Special Events and Nutrition.
- A number of facility improvements including the repair of extensive rot on the outside of the building and repainting the entire exterior, reconfiguring the Senior Center main office, piping gas lines to the kitchen and installing a new gas stove.
- Continued work on National Accreditation and completed review of seven out of nine standards with our Accreditation Work Group.
- Positive collaboration with the MSCA on advocacy and fund development initiatives including a Candidates Night, a Legislative Breakfast, Celebrate Mansfield and the Town-wide Tag Sale.
- Fundraising for and hosting our 11<sup>th</sup> Annual Veterans Day Tribute with approximately 90 people in attendance.

## Participation Summary Comparison

**2015-2016: 1018 unduplicated Seniors were served for a total of 18,774 contacts, showing a 13% increase from 2014-2015**

**2016-2017: 1024 unduplicated Seniors were served for a total of 20,529 contacts, showing a 9% increase from 2015-2016**

**2017-2018: 927 unduplicated Seniors and 735 guests were served for a total of 20,432 contacts, showing a .5% decrease from 2016-2017**

- 624 unduplicated Seniors and 685 guests attended events for a total of 16,617 contacts
- 41 Seniors received a total of 476 one-way rides to medical appointments; an additional 21 Seniors received 114 rides for Foodshare and on our fixed route Shopping Runs; 2 people received 25 accessible rides to medical appointments
- 332 Seniors received support services for a total of 824 contacts
- 6,106 Congregate Meals served to 243 individuals and 80 guests, including Special Events
- 163 Seniors attended 98 Day Trips for a total of 827 contacts
- 146 Seniors joined the Senior Center
- 32 Seniors volunteered at the Senior Center for a total of 1,322 contacts and provided over 4,133 hours of service

## Health & Wellness Screenings, Services & Seminars

**2016-2017: 403 Seniors participated with a total of 664 visits**

**2017-2018: 175 Seniors participated with a total of 477 visits**

- Hearing Screenings
- Footcare Assessment & Clinics
- Flu Clinic
- Massage Therapy, Reflexology & Reiki
- Hartford Healthcare Adult Health Screenings
- Mini-Spa Haircuts, Manicures, Pedicures & Facials
- Pilates for Posture
- UConn Community Health Fair
- Keeping your Memory Strong Workshop
- Creating Moments of Joy Workshop
- Presentation: Healthy Sleep Habits
- Presentation: Re-invent Yourself
- Presentation: Strategies for Living with Anxiety



## Fitness Classes

**2016-2017: 251 Seniors participated with a total of 3,286 visits**

**2017-2018: 171 Seniors participated with a total of 3,059 visits\***

- Power of Aging
- Cardio Combo
- Sparkettes Performance Group
- Fundamentals of Tap Dancing
- Strength & Stability
- T'ai Chi Cooperative Practice
- Zumba Gold
- Walking DVD
- Yoga
- Pilates Workshop
- Ballroom Dance Classes



\*Decrease directly corresponds with expanded Silver Sneakers eligibility at the Mansfield Community Center which provides free memberships to people with certain insurance plans, including State of Connecticut retirees.

## Groups, Clubs & Games

**2016-2017: 401 Seniors participated with a total of 2,278 visits**

**2017-2018: 387 Seniors participated with a total of 2,460 visits, showing an 8% increase from 2016-2017**

- Bingo
- Bridge & Duplicate Bridge
- Causeries en Francais
- Horse Racing
- Genealogy
- Mahjongg
- Movie Discussion Group
- Scrabble
- Wii Bowling



## Educational & Informational Seminars

**2016-2017: 224 Seniors participated in Educational Seminars, showing an increase of 207% from 2015-2016**

**2017-2018: 246 Seniors participated in Educational Seminars for a total of 1,339 contacts, showing a 10% increase in the number of people attending from 2016-2017**



- Protect Yourself from Financial Scams
- AARP Safe Driving Course
- Identity Theft Educational Presentation
- Elder Law Presentation
- Simply Fresh Meals
- Eversource Lightbulb Giveaway
- Tails of Joy Therapy Dogs Presentation
- Plastic Bag Ban Presentation
- AARP Fraud Watch
- Mansfield Board of Education Presentation
- UConn Student Cultural Group

## AARP Tax Assistance

**2016-2017: 250 Seniors received financial assistance through AARP's Tax Assistance Program for a total of 270 contacts**

**2017-2018: 296 Seniors received financial assistance through AARP's Tax Assistance Program for a total of 311 contacts, showing an 18% increase in people served from 2016-2017**

## Technology

**2016-2017: 79 Seniors participated with a total of 178 visits**

**2017-2018: 56 Seniors participated with a total of 141 visits**

- Tech Time
- Wellness Apps Class
- Internet Basics Class
- Introduction to Instagram
- Basic Computer Maintenance Class
- Cybersecurity Presentation
- Pinterest Class



## Entertainment & Special Events

**2016-2017: 214 Seniors participated in Entertainment & Special Events for a total of 1,044 contacts**

**2017-2018: 283 Seniors participated in Entertainment & Special Events for a total of 1,480 contacts, showing a 35% increase in participation from 2016-2017**

- Afternoon Tea Party
- Hawaiian Luau
- UConn Basketball Tailgate Parties
- Veterans Day Tribute & Celebration
- Thanksgiving Luncheon
- Thankful Gathering
- Holiday Carolers
- Pizza Party
- Holiday Luncheon with Performances by the Sparkettes & the Mansfield Senior Center Chorus
- St. Patrick's Day Luncheon
- Open Mic Party
- Memorial Day Picnic
- Volunteer Appreciation Celebration
- Annual Open House
- Spring Luncheon with Performances by the Sparkettes & the Mansfield Senior Center Chorus
- Valentine's Day Luncheon & Cabaret
- Picnic with the Llamas
- Appreciation Cookout with Public Works & Facilities



## Intergenerational Events

**2016-2017: 166 Seniors participated in 16 Intergenerational Events for a total of 194 contacts**

**2017-2018: 144 Seniors participated in 12 Intergenerational Events for a total of 158 contacts**

- Intergenerational Dinner with EO Smith & UConn
- UConn PA Presentation
- Mansfield Middle School Country Fiddle Concert
- UConn Drop the Bass Performance
- EO Smith Student Performance
- UConn ESL Cultural Program
- UConn Health Fair
- Project Funway
- Intergenerational Woodcarving
- Celebrate Mansfield Festival



## Creative Arts & Enrichment

**2016-2017: 227 Seniors participated with a total of 2,031 visits, showing a 37% increase in participation from 2015-2016.**

**2017-2018: 245 Seniors participated with a total of 1,879 visits**



- Art Studio
- Craft Classes
- Instructional Art Classes
- Jewelry
- Knitting & Crocheting
- Mansfield Senior Center Chorus
- Quilting
- Woodcarving
- Writing Group
- Genealogy
- TED Talks
- Senior Learning Network

## Nutrition

**2015-2016: 4,950 congregate meals served, showing a 24% increase in participation from 2014-2015**

- Congregate Café Meals            4,172 lunches served
- Bistros and Special Luncheons   778 lunches served

**2016-2017: 5,510 congregate meals served, showing an 11% increase in participation from 2015-2016**

- Congregate Café Meals            4,663 lunches served
- Bistros and Lunch & Learns       363 lunches served
- Fresh Fridays & Salad Bars       418 lunches served

**2017-2018: 6,106 congregate meals served, showing an 11% increase in participation from 2016-2017**

- Congregate Café Meals            5,257 lunches served
- Lunch & Learns                       80 lunches served
- Fresh Fridays & Salad Bars       769 lunches served



Participation in our overall Nutrition program increased by 11% over the past year, after increasing by 35% the previous two years. This increase highlights the growing need among older adults in our community for affordable, nutritious meals, but also underscores the importance of meaningful social engagement, information on healthy aging and volunteer opportunities which contribute to one's overall health and well-being.

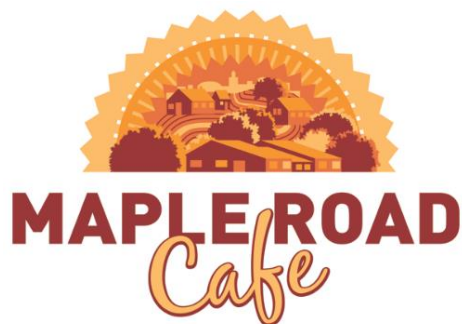
Our Congregate Café program is a collaboration with Thames Valley Council For Community Action, and is funded through the Federal Older Americans Act. Participation in the Congregate Café portion of our Nutrition program grew by 13% over the past year.

Also in collaboration with TVCCA, and with the support of 11 volunteer meals-on-wheels drivers, our Nutrition program delivered **1,630 Hot Meals, 699 Cold Suppers and 368 Weekend Meals** to an average of 8 home-bound individuals in our community. TVCCA administers this program, including all intake, assessments and follow-up for these individuals. Communication between TVCCA, the volunteer drivers and our Social Work staff ensures their needs are met in a comprehensive manner.

In October of 2016, we launched “Fresh Fridays” in an effort to enhance our Nutrition program and better meet the diverse dietary needs of our community members. Fresh Fridays enable us to prepare and serve fresh, homemade meals on-site with varied seasonal menus once or twice per month. These events continue to be very enthusiastically received, as evidenced by an 84% increase in participation this past year with an average of 50 people at each event. Fresh Fridays are fun, interactive events with delicious meals where participants have the option of suggesting menus, helping prepare and serve the meal, and offering “fresh” jokes or stories to the crowd.

With our staffing now stabilized, we’re looking forward to getting back to our goal of opening Maple Road Café. This additional expansion of our Nutrition program aims to provide fresh, homemade and nutritious food to community members without the limits of our Congregate Café program. Maple Road Café will offer coffee, muffins and lighter fare five days a week, with soups, salads and sandwiches available for lunch two days a week. The Café will be primarily staffed by volunteers who have gone through food safety training with Senior Center staff, thereby expanding the Center’s volunteer opportunities as well. The Café will be open to all ages, and our hope is that it will help bring more community members into our building to foster a greater sense of community and raise awareness about our Center and the people we serve.

With the support of our Facilities department, we were able to prepare and plan for this program expansion in a number of ways over the past year, including re-licensing our kitchen through the Eastern Highlands Health District, running gas lines to the kitchen and installing a new gas stove. In July, we also replaced our refrigeration units and reconfigured the kitchen to facilitate more efficient and safe food handling procedures.



## **Trips & Travel**

**2015-2016: 225 Seniors participated in a total of 99 trips, showing an 80% increase in program offerings and a corresponding 60% increase in participation from 2014-2015**

**2016-2017: 217 Seniors participated in 106 recreational trips for a total of 874 contacts**

**2017-2018: 183 Seniors participated in 84 recreational trips for a total of 765 contacts**



Our Day Trip program continues to be one of our most popular and responsive program areas, taking almost 200 active adults to enriching destinations 2-3 times per week this past year. This program is supported through our Municipal Grant, which funds one part-time van driver (for a total of 19 hours per week), gas and maintenance for the Town van, and portions of the Senior Center Transportation Coordinator's and Supervisor's salaries.

While we did see a decrease in participation from 2016-2017, it was a direct result of the Transportation Coordinator position vacancy, our Driver's medical leave and a significant number of weather-related cancellations. We are now in the process of recruiting for a Substitute Driver and having both our new Transportation Coordinator and Program Coordinator attain their passenger endorsements on their licenses, which would provide us with back-up Drivers when necessary.

## **Volunteer Transportation Program**

**2015-2016: 49 Seniors received a total of 454 rides to medical appointments**

**2016-2017: 58 Seniors received a total of 490 rides to medical appointments, showing an increase of 18% in the number of Seniors accessing this service; 18 Seniors received a total of 189 shopping & foodshare rides**

**2017-2018: 41 Seniors received a total of 476 rides to medical appointments; an additional 21 Seniors received a total of 114 rides for Foodshare and on our fixed route shopping runs; 2 Seniors received a total of 25 accessible rides to medical appointments**

Our Volunteer Transportation Program is also supported by our Municipal Grant and a dedicated team of 10 Volunteer Drivers who help provide free, curb-to-curb transportation to medical appointments for older adults. This program is meant to compliment local resources, primarily providing out-of-district rides to locations within a 30-mile radius of the Senior Center. While we saw the number of people accessing this service and the total number of rides provided decrease slightly during 2017-2018, we again feel this is a direct result of the Transportation Coordinator position vacancy, our Driver's medical leave and a significant amount of weather-related cancellations. We are confident that with our Transportation Coordinator position filled we will begin to see increased utilization rates again in the coming year.

## Senior & Outreach Services

**2016-2017: 431 Seniors ages fifty-five and up were served for a total of 1,415 contacts**

**2017-2018: 332 Seniors ages fifty-five and up were served for a total of 824 contacts\***

Service Category	Duplicated	Unduplicated
Case Management	369	173
Financial Assistance & Programs	240	194
Healthcare/Insurance	11	8
Housing	1	1
Mental Health/Counseling – Individual & Group	8	1
Transportation Assistance	25	15
Legal Assistance/Fair Housing	0	0
Nutrition Assistance	69	59
Advocacy	13	8
Energy/Fuel Assistance	1	1

\*The part-time Outreach Social Worker position was vacant from July 2017-September 2018. This not only affected overall services to Seniors, but also the service delivery to disabled adults, individuals and families at financial risk in the community. The full-time Adult Services Social Worker had to cover all ages for all services during this time.

## Accreditation

In the spring of 2016, the Senior Center filed our intent to pursue National Accreditation. There are currently eight accredited Centers in Connecticut; all report a number of benefits following the process, including increased opportunity for grant funding, strengthening their foundation of policies and procedures, and establishing a regular process every five years through which Seniors have the opportunity to provide input and leadership for the program. In July 2016 we assembled our Accreditation Work Group and began our Self-Assessment where we evaluate our program against the nine standards of Senior Center program excellence set forth by the National Institute of Senior Centers. Our Work Group consists of a diverse group of eighteen community members who volunteer their time monthly for this endeavor. We have now completed seven out of the nine standards, and identified several goals through the process including the development of a formalized marketing plan, a strategic plan and a new Senior Center handbook with comprehensive policies and procedures. We hope to complete the entire process by September 2019.

## Volunteers

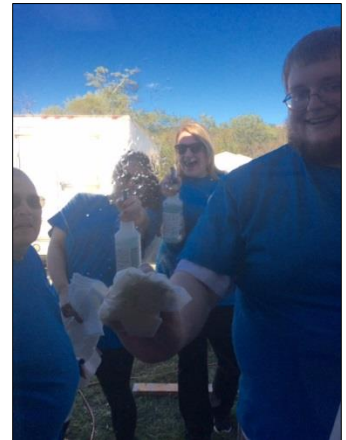
**2016-2017: 45 Seniors volunteered at the Senior Center for a total of 1,318 contacts, providing over 4,520 hours of service.**

**2017-2018: 32 Seniors volunteered at the Senior Center for a total of 1,322 contacts, providing over 4,133 hours of service.**

The Mansfield Senior & Wellness Center provides a variety of volunteer opportunities to individuals in our community, including working with the Commission on Aging and the Mansfield Senior Center Association, driving for our Volunteer Transportation and Meals-on-Wheels programs, working in the kitchen, working at the front desk, leading groups, and providing Tax Assistance to Seniors and low income community members.

Our dedicated volunteers enable us to offer an exceptionally wide variety of programs, groups, clubs, events and services. When we look at the number of hours they contributed in 2017-2018 in terms of the financial benefit they've provided to our program, our volunteers have contributed the equivalent of nearly \$100,000.00 to our Center.

In response to the changing mission of the Mansfield Senior Center Association, we restructured our Volunteer Program in 2016-2017 to fall under our Program Coordinator's purview, and added a recruitment and interview process, placement training and evaluations; however, due to the vacancy in our Program Coordinator position during 2017-2018, we were simply unable to allocate staff resources to growing this aspect of our program and, consequently, saw a slight decrease in the number of volunteers and their service hours. It is notable, however, that the number of contacts, or instances of volunteering, remained consistent from the previous year, illustrating the fact that our existing volunteers worked more efficiently and were instrumental in helping us cover staffing gaps throughout the year. We appreciate their dedication, and look forward to expanding our Volunteer program over the coming year with our Café and Satellite Library.



## Building/Facility Projects

With the support of our Facilities Department, we accomplished a number of building projects during the past year including:

- Replacement of 40 exterior rotted wood panels and all exterior base trim on the building
- Painting of entire exterior of building
- Reconfiguration of Senior Center main office to more appropriately facilitate money collection and confidentiality procedures
- Installation of gas piping and new gas stove in the kitchen
- Patching and painting interior rooms



## Commission on Aging Accomplishments & Priorities Submitted by Will Bigl, Chair

- Continue advocating for the elderly population of Mansfield.
- Continue advocating for a new Senior Center.
- Encourage and support Senior Center staff on their work toward National Senior Center Accreditation.
- Continue assisting the MCSA in their efforts at fundraising opportunities.

## Mansfield Senior Center Association Update Submitted by Marie Hakmiller, MSCA President

The Mansfield Senior Center Association has continued to fully engage our community with a variety of activities in 2017.

- MSCA membership continues to grow with a current membership of 128.

- In October, 2017 the MSCA had John Erlinghauser, Senior Lobbyist for AARP speak at the Association Annual Meeting on current state budget concerns particularly as they affect Seniors.
- In November Association volunteers aided in the set-up of the Veteran's day lunch; also in November and in conjunction with the League of Women Voters, the Association sponsored a "Candidates Night."
- In February, in conjunction with the League of Women Voters, the Association sponsored a "Legislative Breakfast."
- In the Spring three pieces of artwork were purchased for the Center and placed in the lobby and Memorial room.
- In May, the Association participated in the Town's Annual Tag Sale.
- In June, the Association awarded grants in the amount of \$1,000.00 to five of the arts groups at the Center.
- Throughout the year membership was advised of special concerns affecting seniors and the Senior Center through e-mails. Many participated in letter writing or attendance at meetings.
- And throughout the year the Association responds to any special needs brought before it by the Senior Center Supervisor.
- Several Association members continue to serve on the Accreditation Committee.

In fiscal 2018 the annual meeting of the Association will be held October 10, 2018 with guest speaker, Derrick Kennedy.



### Challenges to Growth & Future Considerations

- Staff transition and vacancies among Senior Center team and Management team
- Limited work space, group space and parking at our facility
- Projected 20% growth of adults aged 65 and older in Mansfield over the next 20 years (Source: UConn Library & CT State Data Center. Full Connecticut Population Projections from 2015-2040 report is available from the CT State Data Center at <http://ctsdc.uconn.edu>.)

## Goals for FY 2018-2019

- Develop more user friendly Senior Center website
- On-board new staff and rebuild Senior Center Team
- Develop comprehensive program policies and procedures
- Launch Maple Road Café program
- Launch Satellite Library in collaboration with Mansfield Public Library
- Continue to collaborate with the MSCA on fund development initiatives
- Continue to expand Intergenerational and Evening & Weekend programming
- Continue Self-Assessment process for Accreditation with a target date of September 2019 for completion

## 2017-2018 Community Partners

AARP  
Anthem Blue Cross Blue Shield  
Audiology Concierge  
Bette Giordano  
Big Y  
Clear Captions  
Connecticut Legal Services  
Dr. Walter, Podiatrist  
EO Smith High School  
Hartford Healthcare  
Home Instead Senior Care  
Hope & Wellness Salon  
Ferrigno Storrs Realtors, LLC  
First Niagara Bank of Storrs  
Jo Anne Harrison-Becker  
Kahan, Kerensky & Capossela, LLP  
Mansfield Senior Center Association  
Mansfield Commission on Aging  
Mansfield Public Library  
Mansfield Community Center  
Mansfield Middle School  
Mantis Associates  
Masonicare  
Medicare Advocacy  
Michele DeLuco  
OBTA Care  
Price Chopper  
Eversource  
Quiet Corner Coffee Roasters  
Red Rock Pizza and Café  
Senior Resources  
Tolland Family Pizza  
TVCCA  
UConn  
VITAS  
Wilcox & Reynolds Insurance  
WRTD